

Date Mailed
November 21, 2000

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Application of Verizon North Inc. to Remove a Long
Distance Service Marketing Restriction

2180-TI-134

**NOTICE OF PROCEEDING, ASSESSMENT OF COSTS AND
REQUEST FOR COMMENTS**

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| Comments Due: November 30, 2000 – Noon | Address Comments To: Gary A. Evenson, Assistant Administrator Telecommunications Division Public Service Commission P.O. Box 7854 Madison, WI 53707-7854 FAX (608) 266-3957 |
| FAX Due: November 29, 2000 – Noon | |

THIS IS A PROCEEDING to address and seek comment on the application by Verizon North Inc. (Verizon) formerly known as GTE North Incorporated (GTE), (applicant) to eliminate a Marketing Restriction imposed by the Commission in its Findings of Fact, Conclusions of Law and Order issued on July 29, 1996, in Docket 2180-TI-109¹.

In its application, Verizon requests the following language be eliminated from the order:

A customer who commences telephone service from a GTE end office after the intraLATA equal access has been implemented shall be informed of the available carrier selection options at the time service is requested, in a manner that does not advantage one carrier over another, and shall be required to select both an interLATA and an intraLATA primary carrier. In its Implementation Plan, GTE shall propose a specific procedure or text by which this disclosure of options and solicitation of customer choice of carrier shall be accomplished. (the “Marketing Restriction”) *July 29 Order* at 31-32.

According to the Verizon application, eliminating this Market Restriction “will permit Verizon North to offer its services when it has customer contact.”² The attachment to this Notice

¹ *In the Matter of the Complaint and Petition for and Order Requiring IntraLATA Equal Access in Exchanges of GTE North, Inc.* PSCW Docket 2180-TI-109 (*July 29 Order*).

² A complete copy of Verizon North Inc.’s August 8, 2000, application may be obtained from Paul R. Verhoeven of Verizon at (608) 837-1771 or by FAX at (608) 837-1733.

compares the current and proposed “scripting” for Verizon customer contacts about long distance services³.

The Commission is initiating this proceeding under its jurisdiction in Wis Stat. §§ 196.02, 196.03 (1) and (6), 196.04, 196.219, 196.26, 196.37 (2), and such other provisions of Wis. Stat ch. 196 as may be pertinent hereto.

NOTICE IS GIVEN that the Commission considers it necessary, in order to carry out its duties, to investigate all books, accounts, practices, and activities of the applicant. The expenses incurred or to be incurred by the Commission which are reasonably attributable to such an investigation will be assessed against and collected from Verizon North Inc. in accordance with the provisions of Wis. Stat. § 196.85 and Wis. Admin. Code ch. PSC 5.

The Commission invites comments on this Verizon request. Any party who desires to file comments should submit an original and 15 copies as indicated in the box on page 1. Members of the public need only file an original. These comments must be received **by noon on November 30, 2000**. Comments by fax are due one day earlier. Fax filing cover sheets **must state “Official Filing”** and include the docket number and the number of pages (limit of 20 pages). **File by one mode only.**

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the case coordinator listed below.

Questions regarding this matter may be directed to case coordinator Gary Evenson at (608) 266-6744.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

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Attachment

³ Scripting examples provided to the Commission staff on August 29, 2000.

ATTACHMENT

Comparison of Verizon Scripts For Customer Contacts on Long Distance Provider Selections

CURRENT VERIZON SCRIPTING

Local Toll Scripting: (IntraLATA)

“Who would you like for your local toll carrier?” (If the customer is unsure or asks for a recommendation, read the list in the order provided.)

Long Distance Scripting: (InterLATA)

“Regarding your long distance services, you have many companies to choose from and I can read from a list of companies available for selection. However, I would like to recommend Verizon Select Services, Inc., who has a variety of calling plans designed to meet your needs.” (If the customer refuses Verizon Select Services, Inc., read the list in the order provided.)

PROPOSED VERIZON SCRIPTING

Local Toll Scripting: (InterLATA)

“Regarding your local toll services, you have many companies to choose from and I can read from a list of companies available for selection. However, I would like to recommend Verizon, who has a variety of calling plans designed to meet your needs.”
(If the customer refuses Verizon, read the list in the order displayed.)

Long Distance Scripting: (InterLATA)

“Regarding your long distance services, you also have many companies to choose from and I can read from a list of companies available for selection. However, I would like to recommend Verizon Select Services, Inc., who has a variety of calling plans designed to meet your needs.”
(If the customer refuses Verizon Select Services, Inc., read the list in the order displayed.)